

Unica Contact Central V12.1.7 Release Notes



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Chapter 1. System requirements and compatibility

Unica Contact Central system requirements and compatibility details.

This section provides the following information for this release of Unica Contact Central:

- Where to find a quick summary of system requirements and prerequisites
- Where to find system requirement and compatibility information

Unica Contact Central supports 64-bit operating systems only.

Where to find a quick summary of system requirements and prerequisites

For a quick summary of system requirements and prerequisites, see the *Unica Platform Installation Guide*

Where to find complete system requirement and compatibility information

For a list of HCL Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the *Unica Recommended Software Environments and Minimum System Requirements* document.

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- unable to edit flowcharts
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.



Note: The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
 - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
 - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

Chapter 2. About the product

Unica Contact Central is a centralized tool to configure and maintain regional preferences and communication channels based on regional preferences. In Unica release 12.1.7, Unica Contact Central integrates with Unica Deliver.

New Features in Release 12.1.7

Support for PostgreSQL

Contact Central now supports PostgreSQL as system database.



Note: PostgreSQL support is not available if you are upgrading to 12.1.7. It is only available for clean installation of 12.1.7.

Chapter 3. Known issues

The following table lists the known issues in Unica Contact Central 12.1.7:

Issue ID	Description
HMA-334345	In the Installation wizard, the header details are incorrect for the JDBC connection screen.

Chapter 4. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your HCL administrator for information.

Information to gather

Before you contact HCL technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call HCL technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the **About** page, which provides information about your installed HCL applications.

Contact information for HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

<https://www.hcltech.com/products-and-platforms/contact-support>